

## **Why You May Not Be Receiving E-Mail Responses From VA Tax**

If you find that you are not receiving expected e-mails from VA Tax, this may be due to Spam control software.

Spam control software features are designed to block "junk" e-mail or e-mail from unknown or unwanted senders. However, these blocking techniques may cause the unintended consequence of blocking messages that you really want to receive.

You may not receive our e-mail reply to your inquiry if:

- Your internet service provider offers a Spam blocking feature that requires the sender (i.e., VA Tax) to first respond to a return email in order to be added to a "white list" or approved sender list
- You have purchased software for your personal computer that requires the sender (i.e., VA Tax) to first respond to a return email in order to be added to an approved sender list
- You have manually created an approved sender list
- Other Spam blocking techniques are employed by you or your internet service provider

The following will help decrease the possibility that our reply to your inquiry will be blocked:

- Add the appropriate VA Tax source e-mail address(es) to your "approved sender" or "white list."

Example: [helpdesk@tax.virginia.gov](mailto:helpdesk@tax.virginia.gov)